



Complaint and Feedback Form

Information About You

Your Name:

Where do you live?

Who is helping you fill out this form?

Information About Your Complaint

Describe your Complaint:

How would you like the problem solved?

Extend-A-Family Kingston's accessibility policies as well as information on Extend-A-Family Kingston's programs and services can be made available for your review in a number of formats. Should you wish access to these documents, please notify:

The Office of the Executive Director, Extend-A-Family Kingston
(613) 354-7977
24 Advance Ave
Napane, ON
K7R 3Y6
Or by email at esteele@dsoser.com

Ways to Provide Feedback or make a complaint

- Think about the problem and say what it is that you think is wrong.
- Ask if there is a way to complain or give feedback. Sometimes there is a complaint policy or a form that you may need to fill out.
- Explain what happened, when it happened and who was involved.
- Share what it is that you want to see happen to solve the problem.
- Ask when you can expect an answer, write down the date if you need to remember.
- If the date is passed and you do not have an answer, go back to the person and ask for an answer.



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Extend-A-Family Kingston staff will resolve Step 1 through 5 of your complaint in 30 days.

Steps	Descriptions	Date I agree	Date I don't agree
Step 1	Supervisor's offer of resolution (see attached)		
Step 2	Manager's offer of resolution (see attached)		
Step 3	Director's offer of resolution (see attached)		
Step 4	E. D's offer of resolution (see attached)		
Step 5	Referred to external processes		

Complainant Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Manager Signature: (if applicable) _____ Date: _____

Director Signature: (if applicable) _____ Date: _____

E.D. Signature: (if applicable) _____ Date: _____

Any complaint made by or about a client that is considered by Extend-A-Family Kingston to be of a serious nature will be reported to the Ministry of Community and Social Services in accordance with the legislated Serious Occurrence Reporting Requirements.